

**ORDINANCE NO. 21-03**  
**Extending the Term of the Cable Franchise Granted to**  
**Mediacom Delaware LLC ("Mediacom")**

**WHEREAS**, Mediacom Delaware LLC ("Mediacom") currently holds a cable franchise with the Town of Millville, DE ("Franchise"); and

**WHEREAS**, Mediacom has requested renewal of the Franchise pursuant to applicable law; and

**WHEREAS**, Mediacom and the Town wish to continue informal renewal negotiations and desire to extend the term of the Franchise to **January 1, 2021**; and

**WHEREAS**, Mediacom and the Town wish to reserve all rights each may have under Section 626 of Title VI of the Communications Act of 1934, as amended, and do not waive any rights related thereto.

**NOW, THEREFORE, BE IT ORDAINED**

1. The Franchise is hereby amended to extend the term of the Franchise to **January 1, 2021**.
2. Except as specifically modified hereby, the Franchise shall remain in full force and effect.
3. The Town and Mediacom hereby agree that neither waives any rights either may have under the Franchise or applicable law.
4. This Ordinance shall become effective upon its passage by the Town and its acceptance by Mediacom.

Passed this 8th day of September, 2020 by the Town Council of the Town of Millville, Delaware.

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Attest

**This Franchise extension is accepted, and we agree to be bound by its terms and conditions. Acceptance by Mediacom in writing below on a copy of this Ordinance returned to:**

**Town of Millville  
36404 Club House RD  
Millville, DE 19967**

By: Mediacom Delaware LLC

By: \_\_\_\_\_

Its: \_\_\_\_\_

Dated: \_\_\_\_\_



September 1, 2020

Mayor Maneri & the Millville Town Council  
Town of Millville, DE  
36404 Road 351  
Millville, DE19967

Dear Mayor Maneri & the Millville Town Council

I want to take the time to thank you for working together on a new franchise between the Town of Millville, DE and Mediacom Communications. As part of our new local franchise, we want to give some details about what we will be doing to ensure a high quality of service for the residents in your town.

1. Area Drive-Out
  - a. We will have a technician drive out our entire plant in the town limits of Millville to review cable attachments, cable lines on the ground, pedestals, lockboxes, and other Mediacom equipment to ensure everything is in-line with industry standards. We will prioritize repairs in order to quickly resolve these issues in South Bethany.
2. Equipment Review
  - a. We will review all the high-speed Internet modems and digital cable boxes in the Millville area to ensure all equipment is up to date. We will ensure all modems are DOCSIS 3.0 compliant or greater and digital boxes will match our current technical specifications. We will contact customers to upgrade their modems if any do not meet this criterion. In the event new equipment is required, we will contact customers in order to arrange the necessary replacement. We will manage this via mail delivery, to reduce any customer inconvenience, unless a customer would like to make other arrangements.
3. Seasonal Rates
  - a. We will create documentation for our seasonal rates as soon as the rates are official for the year. We will also provide copies of the documentation to Town Manager, Deborah Botchie. We will ensure all our customer facing employees are well versed on the seasonal plan, so no confusion occurs if a customer calls to request a seasonal plan.
4. Network Analysis
  - a. We will do a complete network analysis of our entire plant to make sure all equipment and signals meet Mediacom's stringent and industry technical specifications. This will be done by our experienced engineering team and we'll provide a summary of our findings with an expected completion date of November 30, 2020.
5. Survey Follow Up Calls
  - a. We currently conduct follow up survey calls for a percentage of our installation and trouble calls completed in the area. We will increase this for the area which will allow

Mediacom Communications  
1613 Nantahala Beach Rd., Gulf Breeze, FL 32563

customers to provide feedback on the appointment as well as let us know any existing concerns that may arise so they can be addressed.

We look forward to continuing to work with the Town of Millville to make sure we are meeting the standards the town expects from us as a company. We would be happy to host a digital town hall event in order to go over the services and offerings we provide, as well as update our customers on some of our new products such as our mobile customer care app and website changes. We would be happy to work with the town to schedule an event when the time is appropriate.

If you have any questions, I can be reached by phone at 850.934.2551 or via email at [clord@mediacomcc.com](mailto:clord@mediacomcc.com).

Sincerely,  
Christopher Lord  
Mediacom Communications  
Government Relations Manager, Coastal Region